

# Milford Area Communication Center

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The Milford Area Communication Center (MACC Base) had a very productive 2013. The center provides centralized emergency dispatch services for the towns of Milford, Mont Vernon, and Wilton. These services include emergency radio and telephone communications for ambulance, fire, police, public works and emergency management agencies within those towns. MACC also provides emergency ambulance dispatching services for the Wilton Ambulance Service to their additional service towns of Lyndeborough & Temple. Further, MACC serves as a backup communications center for the towns of Amherst, Brookline & Hollis.

This year, MACC Base dispatchers handled over fifty-one thousand calls for service for the various emergency agencies that it serves. Calls ranged from structure fires and multivehicle accidents, affecting many people, to police or medical calls involving a single victim. It is the emergency dispatcher's responsibility to properly assess a crisis, to insure the proper personnel and equipment are sent to handle the problem, and to monitor the situation until the emergency has passed. Contrary to a common misconception, 911 operators in Concord & Laconia are not responsible for providing emergency dispatching; the 911 operator's role is to route calls to emergency dispatchers at MACC Base. It is MACC Base personnel who ultimately dispatch the calls for service and who interact directly with both the public and the responding emergency personnel.

This year, our dispatchers participated in a variety of training offered throughout New England. Captain Matt Bradley is currently enrolled with the State of NH Bureau of Education & Training's Certified Public Supervisor program. Jared Hyde & Michael Goldstein are our newest APCO certified Communications Training Officers. Additional training attended this year by our Dispatchers includes: Crisis Negotiations for Telecommunicators, Disaster Operations, Active Shooter scenarios, and Advanced NCIC Training for Dispatchers. Most of our staff also have experience on the other end of the radio as well. We presently have 5 current & 3 former firefighters, 2 retired & 2 former police officers, & 2 current paramedics. Our experiences in public safety, on both ends of the radio, provide our communities a dispatch center with a collective 200+ years of emergency services experience.

Emergency dispatchers routinely deal with callers when situations are at their worst, and at times when those citizens need competent professionals to solve their personal crisis. It takes a very special person to provide and maintain these professional standards, and MACC Base is privileged to have a dedicated group of professionals standing vigil over the communities it serves. We look forward to another year of dedicated service to the emergency services and the people of the Souhegan Valley.

Respectfully submitted,

Jason R. Johnson, Director